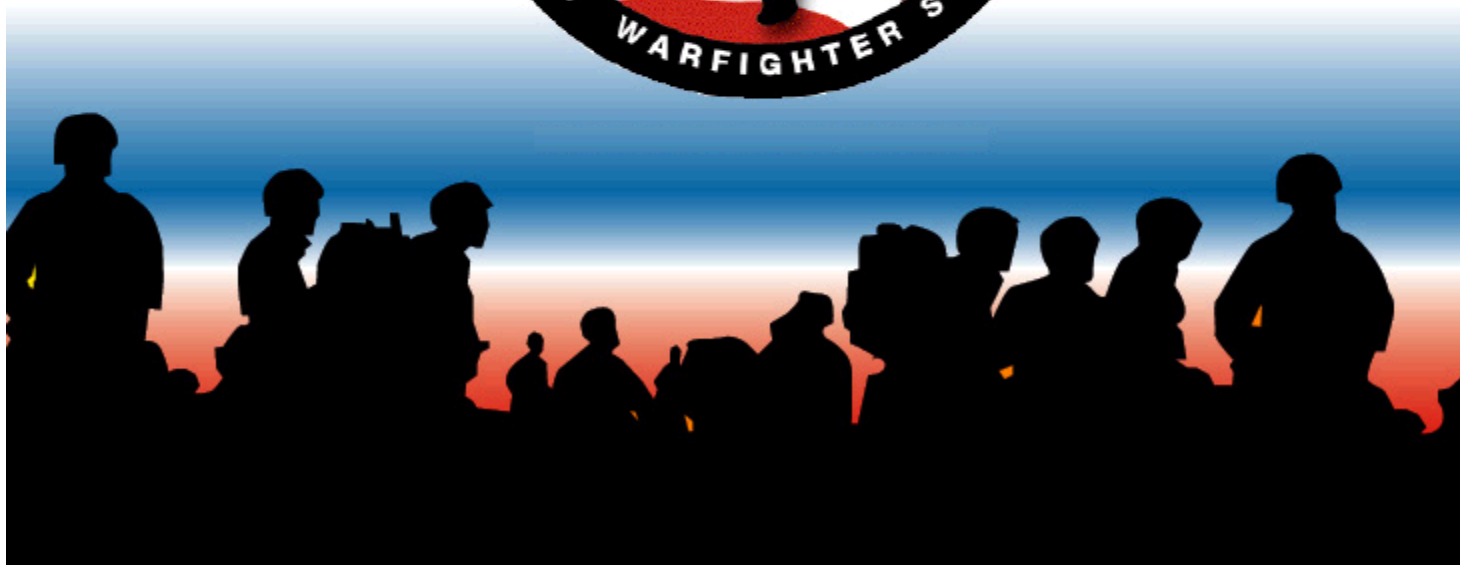


**Single Stock Fund National Operation Center
Total Service Desk (TSD) Version 6**

Merit Review Team (MRT) Training Guide

May 2002



Single Stock Fund National Operations Center Total Service Desk

<i>Introduction.....</i>	<i>2</i>
<i>How to obtain an SSF MRT user login</i>	<i>2</i>
<i>How to log in to the Total Service Desk.....</i>	<i>3</i>
<i>SSF Total Service Desk Main Menu Navigator Bar</i>	<i>4</i>
<i>MRT Management.....</i>	<i>4</i>
<i>Support.....</i>	<i>5</i>
<i>How to create and submit a new problem report.....</i>	<i>7</i>
<i>How to use Update\Modify\Close to enter MRT comments</i>	<i>11</i>
Adding MRT Comments to a Problem Report	13
How to Read MRT Comments From Other Members.....	15
<i>How to use the knowledge base to search for related problem reports.....</i>	<i>16</i>
<i>How to view, print, and export SSF NOC reports</i>	<i>18</i>
<i>Logging off of Magic TSD</i>	<i>22</i>

Introduction

Welcome to Single Stock Fund (SSF) National Operations Center (NOC) Total Service Desk (TSD) Training Guide. This guide provides instruction for the Merit Review Team (MRT) to access the SSF NOC TSD system and submit, view, and edit SSF problem reports, add comments, update status, view attachments, use the automatic e-mail features, search the problem report database, edit user information, and view problem report status.

SSF NOC TSD is a web-based, twenty-four hour global help desk application that provides the user the ability to generate and manage problem reports from any computer with an Internet connection. The SSF NOC defines and sets user access and permission levels. The level of user access controls the amount of user interface and information management within the problem reporting system. These levels are SSF User, SSF NOC, Merit Review Team (MRT), and Office of Primary Responsibility (OPR). This user guide applies to the MRT level.

Although anyone can submit a SSF system problem report, soldiers and installation support personnel must submit problem reports using their local command information guidelines and problem reporting process. The Single Stock Fund Customer Handbook contains responsibilities, general procedures and a description of the problem reporting process. You can view and download the customer handbook from the SSF website at <http://www.army.mil/ssf>. This process mandates research and initial problem resolution at the local level using the installation AMC CTASC, supply, and maintenance representatives, local subject matter experts, and the installation staff. Implementation teams may also be available to assist when they are on site.

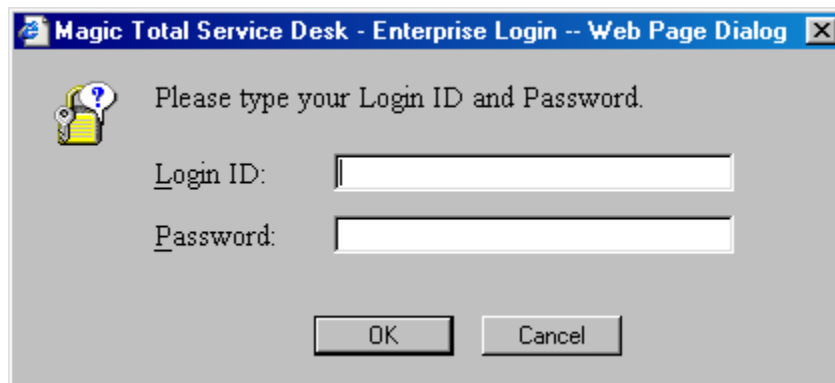
When the problem can not be resolved locally, a user submits the problem report through the Self Service Help Desk IAW the user's command policy. Merit Review Team members use TSD to review the problem report and enter their comments and recommendations, and view NOC status reports.

How to obtain an SSF MRT user login

The NOC will assign user logins to the Merit Review Team members. Your login ID will be in the format *First Initial* and *Last Name*, e.g., JRAGMAN.

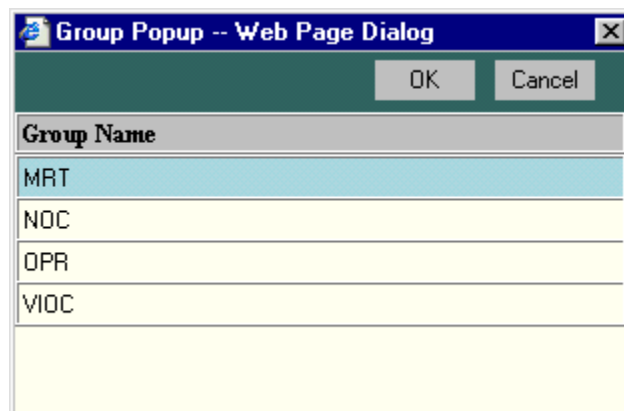
How to log in to the Total Service Desk

1. Open Internet Explorer (must be I.E. 5.5 with Service Pack 1 or higher, and html bindings loaded) and go to the web address <http://207.133.209.19/magictsd>. Press **Enter**. The login screen below will appear.
2. In the **Login ID** field, enter your first name initial and last name (or the login ID given by the NOC). If you have not established your own password yet, use the default password of “Magic” and press **Enter** or click **OK**. If you have problems logging in, please contact SSF NOC.



The screenshot shows a web page dialog box titled "Magic Total Service Desk - Enterprise Login -- Web Page Dialog". It contains a yellow padlock icon with a question mark and the text "Please type your Login ID and Password." Below this are two text input fields: "Login ID:" and "Password:". At the bottom are "OK" and "Cancel" buttons.

3. Highlight the user group for which you will be processing information (MRT) and click **OK**. (If you do not receive this screen, you are only in one group).

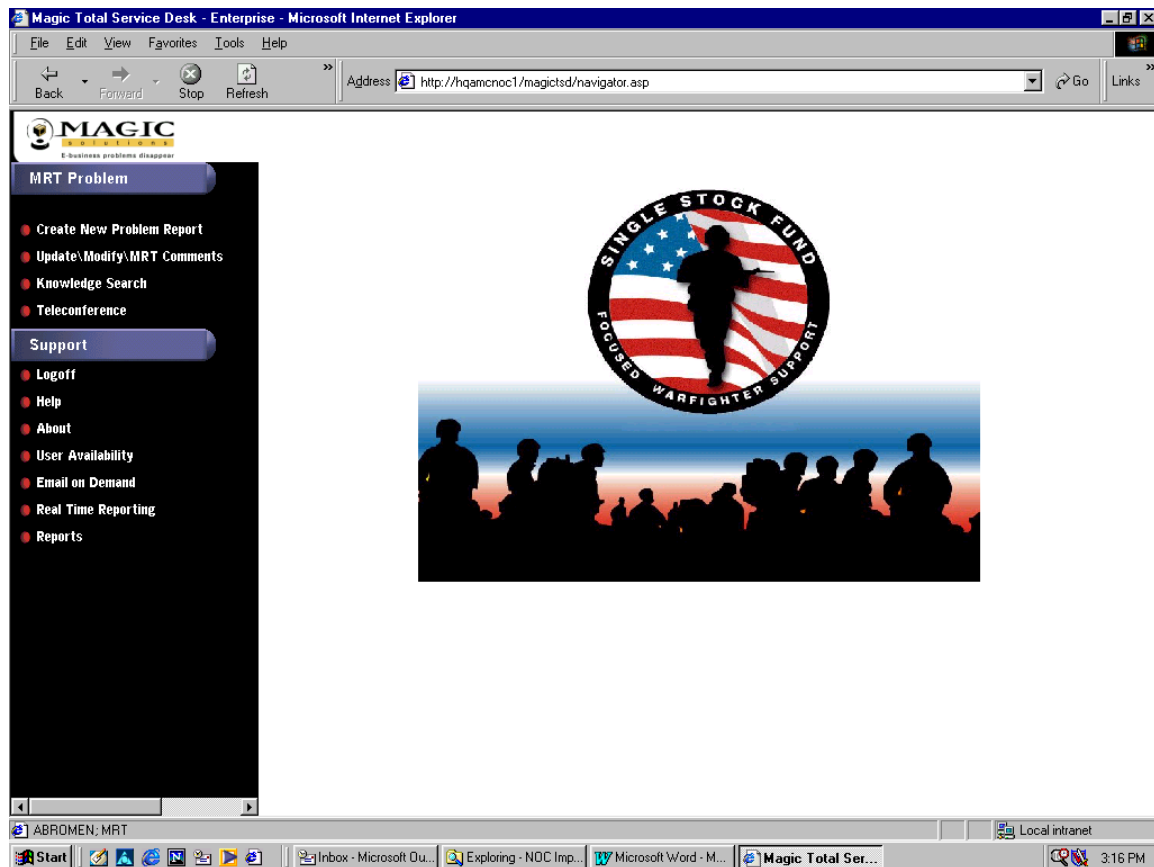


The screenshot shows a web page dialog box titled "Group Popup -- Web Page Dialog". It has "OK" and "Cancel" buttons at the top. Below is a table with a header "Group Name" and four rows: "MRT", "NOC", "OPR", and "VIOC". The "MRT" row is highlighted in light blue.

Group Name
MRT
NOC
OPR
VIOC

4. To establish your own password, select **User Availability** under **Support** in the Navigator Bar section. Complete the information fields and enter a password in accordance with the instructions below in **How to update User Availability**. Be sure to click on **Submit** to save the information and your password before exiting the contact information screen.

5. When you sign in, the SSF TSD screen will appear.



SSF Total Service Desk Main Menu Navigator Bar

The Navigator Bar appears on the left side of the SSF Total Service Desk screen.

MRT Management

The MRT Management section is used to create, edit, search, update, and close MRT actions on problem reports in the Total Service Help Desk system.

Create New Problem Report allows you to describe a problem, recommend and justify a priority, recommend a solution, and submit the problem report to the NOC for review by the SSF Merit Review Board.

NOTE: If you wish to submit a PR, please use the Self Service Help Desk (SSHD) at <http://207.133.209.19/magicsshd>. While the TSD allows you to submit PRs, the number of licenses limits the number of users that can be on line at the same time. Using the SSHD to submit PRs frees the TSD system for other uses and other users.

Problem Report Monitor is used to retrieve existing problem reports and to review complete record history. (MRT or OPR team members do not normally use this feature).

Update\Modify\MRT Comments is used to retrieve, view, and edit problem reports, make comments for merit review [or OPR], and initiate automatic e-mail notification of MRT [or OPR] comments.

Knowledge Search is used to search the database for related PRs with a keyword or phrase. It also contains an interface for general Magic software support solutions.

Teleconference Minutes is used to enter and view SSF teleconference minutes.

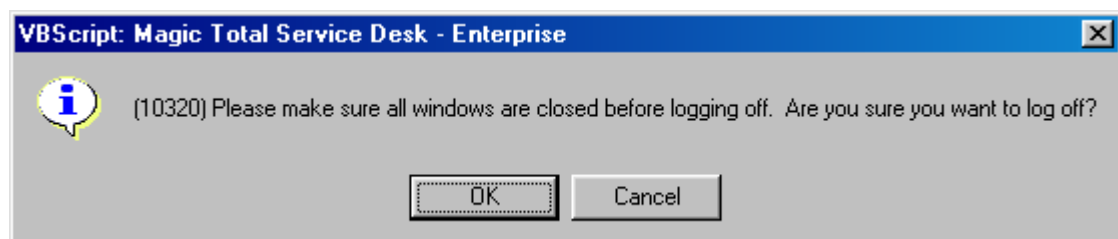
Support

The Support section contains additional help in using the Magic problem reporting software and contains the **Logoff** key to save data entered prior to exiting the system.

Logoff is required to save your entries, submit your PR, and exit the system.

IMPORTANT: If you are not using the system, please log off. The number of software licenses limits the number of users. Remaining idle while logged on will prohibit other team members from using the system to enter data. In addition, if you have been idle for 30 minutes, you will be timed out and logged off. If you were in a record, that record may be locked up. If there are no licenses available, the system will still allow you to log on, but you will be in a read only mode. If you edit or make additional entries, they will not be saved. If you are submitting a PR, please use the Self Service Help Desk at <http://207.133.209.19/magicsshd>.

When you click on **Logoff**, the following screen will appear. Click OK.



Help supplements the help buttons found on most Magic forms.

About shows version information.

Reports contain a number of reports from the NOC on problem report status. These reports are generated from the help desk database and contain real time information. You can download these reports in Crystal or MS Office formats. If you require any additional reports, please contact the NOC. For instructions, see **How to view, print and export reports** on page 17.

User Availability provides access to password changes and support staff availability options. Please update your contact information and create your password the first time you log in to the TSD.

Email-On-Demand allows you to send e-mails at any given time.

Real Time Reporting allows the retrieval of real time data. This will also allow the user to create customized reports. The system contains many prepared reports that you may modify and save for your individual use.

Unlock Record Utility allows the user to unlock records that may have been locked up due to a system time out (e.g., idle for more than 20 minutes while open). Only unlock the specific record you need after checking to ensure that someone else is not in that record.

How to create and submit a new problem report

Click on the **Create New Problem Report** under Problem Management. The following screen will appear:

The screenshot shows the 'NOC Problem Report : Create' form in Microsoft Internet Explorer. The form is divided into several sections:

- Client Information:** Fields for Client ID, Phone #, Ext., and Name.
- Title and PR#:** Fields for Title and PR#.
- Date and Agency:** Fields for Date Identified (with a calendar icon), Agency of Identifier, Old PR Number, and Old TT Number.
- Reporting Site and Email:** Fields for Reporting Site (with a search icon), Name of Identifier, and Email.
- DSN/COMM and Phone:** Fields for DSN/COMM and Phone.
- Status:** Fields for Opened and Closed.
- Problem Description:** A large text area for describing the problem.
- Justification for Priority:** A text area for justifying the priority.
- Recommended Action:** A text area for recommending an action.
- Action Take/Solution:** A section for recording the action taken or solution.
- Actions Table:** A table with columns: Date, Support Staff, Action ID, Description, Duration, and Note. The table is currently empty.

Client ID - This is a read only field. The Client ID will automatically show your user login and phone number.

Title - Click in the **Title** field. Enter a very short, concise title description of the problem.

Date Identified – Enter the date the problem is identified (usually the same date the PR is prepared). Click on the calendar icon at the end of the date field. A calendar will appear. Choose the month and year and double click on the day identified. Use the drop down menus to scroll to a different month or year from the default shown. The month, day, and year will appear in the box.

Reporting Site - Click on the icon located at the end of the field to produce a drop down menu with a list of reporting sites. You may use the search field by entering the first letters of your site name and clicking on **Search**, or scroll through the site names by clicking on **Next** until you find your site. Double click on your reporting site and it will appear in the field.

Agency of Identifier - Click in the field and type the name of your agency, unit, or installation.

Name of Identifier - Name of person who identified problem.

Email - Email address of person to contact about the PR. This will allow the NOC to contact that person with updates or questions.

DSN/Commercial - enter a DSN Phone number or commercial phone number. **Note:** if Phone is DSN, enter 999 for the Area Code.

Problem Description - Enter the best description. Explain details of the problem. How and when was it detected (during what process)? What transactions were involved (Document Identifier Codes)? What locations were involved (Routing Identifier Codes)? What happened that wasn't supposed to happen, or vice versa? What is the impact of the problem on system processing, data accuracy, etc? Provide at least three examples of problem transactions.

Note: Send examples to the NOC as email attachments. Start the subject line of the email with the problem report number (the three-digit number that will appear in the upper right field when you complete the PR entries and click the diskette in the tool bar at top to save). Include document numbers, transaction history, screen prints, and other supporting documents.

Justification for Priority - Explain the reason(s) for your recommended priority selection. Support your justification by completing the customer impact section at the bottom of the form.

Recommended Action - Enter your recommended solution and explain how it resolves the problem. List details of a solution you propose. Identify what system needs changing, what transactions and processes are involved, and how the recommended solution would resolve the problem.

Recommended Priority – Use the drop down menu to select your recommended priority. Double click your selection and it will appear in the field. The SSF NOC Merit Review Team will determine the final priority.

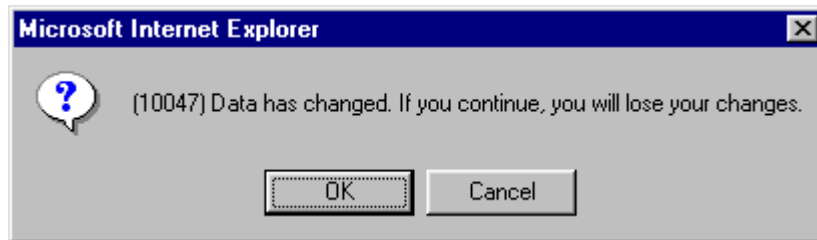
Issue Category – Use the drop down menu to view choices for the category that best fits the type of problem. Double click to select.

Business Systems - Click in the field next to the system or systems that are impacted. If you choose *Other*, type in the system affected in the field below *Note Problem Type*.

When you have completed your entries in the above fields, scroll back up to the top of the form and click on the diskette icon in the tool bar at the top left of the screen. This will save the PR and automatically assign it a PR number. The PR you submitted will appear after the save. This is confirmation of your PR.

IMPORTANT: Some entry fields are mandatory to complete the problem report. You will get a warning window and the PR will not be saved until you complete the required entries. Also, if you do not click the diskette icon and log off the help desk system, your problem report is not saved. It will not reach the NOC.

To exit the **Create New Problem Report** screen without submitting the problem report, choose any other menu in the navigator bar. You will get a warning window stating that “Data has changed. If you continue, you will lose your changes.” If you did not wish to make any entries or save what you entered, click **OK**.



How to use Update\Modify\Close to enter MRT comments

Use this menu selection to retrieve, view, and edit problem reports, make comments for merit review, and initiate automatic e-mail notification of MRT comments.

1. Click on **Update\Modify\MRT Comments** on the Navigator Bar.
2. Remove the check mark on **Staff** by clicking in that box. The Open Problem Report list will appear.

Tech Monitor - Microsoft Internet Explorer

☐ **Staff**

☐ **Work Group** ☐ **All Staff members for this group**

Sorted By: Company ID **Page 1 of 6 (51 records)**

Status : ☒ **Open** ☐ **Closed** ☐ **Both**

PR#	Date	Sequence Number	Old PR Number	Old TT Number	Group Name	Status	Title	Open
BG	02/02	634			PM ALIS	OPEN	SARSS Catalog Does Not Match FEDLOI	2/15/
BG	01/11	613			MIDDLEWARE	OPEN	OP/PROJ E Stock SARRS-1 Transaction	11/19
BG	01/02	422	2001-03-025	BG-025	PM ALIS	OPEN	YLD DODAAC Transactions Not Receive	2/28/
BG	01/01	351	2001-02-026	BG-007	DFAS IN	OPEN	ISB is not creating a Customer Return Sur	1/29/
BG	01/01	357	2001-02-028	BG-012	DFAS IN	OPEN	ISB not posting Return Advice Code on A	1/29/
BG	01/01	347	2001-02-005	BG-003	DFAS IN	OPEN	Wrong Element of Resource (EOR) in ST	1/26/
BG	01/01	308	2001-01-026	BG-001	PM ALIS	OPEN	No Transportation Fund Cite on Source of	1/2/0
CA	02/03	640			CSC STL	OPEN	SSF Replenishment Requisitions Not Goir	3/6/0
CA	02/02	635			CSC STL	OPEN	DAD/DAC Adjustments on Project Coded	2/22/
CA	02/02	631			PM ALIS	OPEN	D6Ks received from SSF sites that do not	2/8/0

Help Desk **Work Orders** **Follow Up** **Purchase Requests**

ABROMEN; MRT Local intranet

To view a list of just those PRs assigned to MRT (or your group), click in the box before **Work Group**. If you selected MRT when you logged on to the system, “MRT” will appear in the adjacent field. If you selected another **Work Group** when you logged on, use the drop down menu (icon at the end of the field) and select MRT. The screen will show all open problem reports assigned to MRT.

Select the PR **Status**. Search a list of all the **Open** problem reports or all the **Closed** problem reports by selecting and clicking the appropriate button. To search all the problem reports, select **Both**.

To **Sort** and **Search** to find the PR you want to view, double click on the desired column title. (The lettering will turn **blue**). The column labeled **PR#** displays the prefix the NOC uses to identify the MACOM CTASC or MSC. The column labeled **Date** identifies the

year/month the problem was submitted. The column labeled **Sequence #** contains the problem report number. To sort and search by PR number, double click on the **Sequence #** column. In the **Sorted by Sequence #** field at the top, enter the last 3 (or 4) digits of the PR number you wish to view and press **Enter** or click **ReQuery**. The information row for that PR will display. Double click on the PR row and the problem report information and edit screen for that PR number will appear.

You may also sort and search by the old PR number or the old trouble ticket number (prior to November 2001) or any other column heading sort you desire. Double click on the column title. (The lettering will turn blue). In the upper left corner of the screen the words **Sorted By** will appear, followed by the column label you chose for the sort. In the blank field to the right, enter your sort criteria, e.g., old PR number or group name, and click **Enter** or **ReQuery**.

View - Scroll up and down in the individual fields or left and right in the rows to see all of the data. To view a particular problem report, move the cursor over the row of the desired PR to highlight it (row turns blue) and double click. The problem report information and edit screen will appear. Double click on blue header area or the maximize icon to enlarge the screen.

An example of a PR screen is shown below. The problem report number, displayed at the top right of the form, is LW 01/06 540. 540 is the unique number assigned to this PR.

Double Click blue header area or click on the maximize icon to enlarge the screen.

Client ID VKINAKIN **Phone #** (999)347-3387 **Ext.** **Name** Virginia Kinakin

Title FIN RIC Mailboxes for Off-post Customers **PR#** LW 01/06 540

Date Identified 6/22/01 12:08:52 AM **Agency of Identifier** Lewis Team **Old PR Number** 2001-06-012 **Old TT Number** LW-030

Reporting Site 304TH MMC **Name of Identifier** Virginia Kinakin **Email** kinakinv@lewis.army.mil

DSN/COMMI DSN **Phone** 347-3387 **Opened** 6/22/01 12:08:52 AM **Closed**

Problem Description:
Problem: Off-post customers can't track expected credit from open Depot Return Summary records in ISB because the F09 containing the D6 is processed on the AWCF F09 for the servicing installation, not the DFAS support activity for the installation, not the DFAS support activity for the off-post customer.

Justification for Priority:
Impact: Off-post customers do not have visibility of expected credits because the D6s are processed on the AWCF F09 for the servicing installation.

Recommended Action:
Establish a separate FIN RIC mailbox on the supporting CTASC to capture the F09 transactions based on the Financial Work Center code in SARSS. Parent installation DRMs for the off-post customer can pull the F09s from the mailbox, and forward to the DFAS support activity for processing in ISB. This will establish the appropriate Depot Return Summary in ISB, which will close when the Interfund Bill is received. Off-post activities will then have timely visibility of credits, and the ability to track outstanding credits in a more timely manner, using the same tools as all other activities.

Actions: User System All **Total Duration: 00:18:59** Page 1 of 1 (7 records)

Date	Support Staff	Action ID	Description	Duration	Note
2/21/02 5:14:25	ABROMEN	STATUS UPDATE	PR Status Update	00:00:31	21 Feb teleconf: SCR CB3-ASSF-1025 scheduled for DFAS Release
2/18/02 1:01:19	ABROMEN	NOC COMMENTS	NOC Comments	00:02:17	ISB SAT trip report from Steve Dare: ISB Release 05-10 - Off-post r
2/6/02 8:25:10	ABROMEN	NOC COMMENTS	NOC Comments	00:01:30	5 Feb note from Paulette after talking with DFAS: testing in SAT for
1/29/02 10:04:5	ABROMEN	STATUS UPDATE	PR Status Update	00:01:21	29 Jan 02: The ISB portion of fix is in SCR CB3-ASSF 1025 and wil

Problem Report Details | Problem Report Attachments | OPR Tasks | MRT Comments | OPR Comments | Team Impact | Funding

Adding/reviewing MRT comments on a problem report

The following instructions describe how to add MRT comments to a Problem Report. MRT members will use **MRT Comments** to provide an audit trail of the problem report merit review decisions and resolution.

Perform the following steps to add an **MRT Comment**:

1. Click on the **MRT Comments** tab. To add a comment, right-click in the tab area and select **Add New MRT Comment** (MRT Comments can only be added after the problem report is saved for the first time).

The screenshot shows the 'NOC Problem Report : 638 BPEDERSEN' interface. The 'MRT Comments' tab is highlighted in the bottom navigation bar. A red box with the text 'Click on this TAB' points to this tab. The main content area displays the problem report details, including the title 'MROs cutting for Self-replenishment of SARSS1s', the date identified '2/26/02 11:56:30 PM', and the agency 'FORSCOM'. The 'Comments' section shows a list of previous comments with columns for PR Number, Last User, Last Modified, and Comments. The 'MRT Comments' tab is currently selected, and a red box labeled 'Click on this TAB' points to it.

1. Click on this TAB

2. Right click in blank area to display **Add New MRT Comments**. 3. Left click to select.

2. Click on “**Add New MRT Comment**” the above screen will appear allowing a “Merit Review Response” to be entered & appended to this Problem Report.

MRT Comments : Create - Microsoft Internet Explorer

Click to Save Comments

Merit Review Comments

PR # LW 02/03 638

PR Title MROs cutting for Self-replenishment of SARSS1s (Previously worked under PR 2001-02-021).

Comments

Enter MRT Comments. There is a 255-character limit.

LMADRIC; NOC Local intranet

3. After completing the entry of a comment, **click on the diskette icon to save the comment**. The screen MRT Comment screen will close after the comment is saved.
4. A **Email Flash message will be sent out to the MRT** notifying the team that comments are present and the team will need to go and look at the PR and look at the Comments.

How to read MRT comments from other MRT members

1. Click on the ***MRT Comments*** tab. To read an existing comment, click on the MRT tab and select MRT Comment double click to read. **NOTE:** Do not save after viewing, you will update the information and list yourself as the ***LastUser*** instead of the MRT member that actually authored the comments.

NOC Problem Report : 638 BPEDERSEN Open - Modify - Microsoft Internet Explorer

Open Calls Assign To Actions

Client ID BPEDERSEN Phone # (999)347-3706 Ext. Name Bill Pedersen

Title MROs cutting for Self-replenishment of SARSS1s (Previously worked under PR 2001-02-021) PR# LW 02/03 638

Date Identified 2/27/02 12:00:11 A Agency of Identifier FORSCOM Old PR Number Old TT Number

Reporting Site 304TH MMC Name of Identifier Bill Pedersen Email pedersew@lewis.army.mil

DSN/COMM DSN Phone 347-3706 Opened 3/4/02 11:53:03 AM Closed

Problem Description:

Material Release Orders are cutting from RIC AMR stock to self (AMR). Should not be replenishing self. Example: W80WKN20490010 is a replenishment document for 2ea. AMR currently has 0 ccA OH with a RO of 5. AMR also currently has 1 ccB OH with a RO of 0, which is what the SOS tried to issue. SOS for this requisition is B14. CCSS documentation has already been pulled by B14 and forwarded to CSC-STL OPR.

Justification for Priority:

Replenishment requisitions have been fulfilled by the replenishing SARSS1 if stock available (MROs cut from AMR Stock to AMR).

Recommended Action:

Edit logic to stop self-replenishment.

Page 1 of 1 (4 records) << >>

PR Number	LastUser	LastModified	Comments
638	JBRAZEAL	3/4/02 12:41:54 PM	This has been a problem in the past. CCSS fixed at one point. Defer to Andy
638	TMORTIMER	3/4/02 12:49:16 PM	Pass this PR directly to CSC-S to fix. this PR was assigned to CSC STL and a fix was made for Request AQ's, but this problem is being initiated by
638	WPIPER	3/4/02 12:49:49 PM	Assign to CSC-STL
638	TMORTIMER	3/4/02 1:20:11 PM	Perhaps it's mistated in the PR write up but, why would there be an RO of 5 on the CC A stock and an RO of 0 on the CC B stock? What am I missir

Problem Report Details Problem Report Attachments DPR Tasks MRT Comments DPR Comments Team Impact Funding

ABROMEN; NOC Local intranet

Double click to read others comments

How to use the knowledge base to search for related problem reports

1. Click on **Knowledge Search** on the Navigator Bar. The search screen below appears.

Enter The Problem Description

D6A

☒ Search SIR Knowledge Base

Minimum Accuracy (%) 50

Minimum Words To Match 1

☐ Search External Documents

< Back Forward > Solution

Get	Title	Source	Accuracy
	D6A's received from MW for Ft Lewis OMA-NON SSF players. All rejected in CCSS and no credit will be given EX: WK4K7T01059001, NSN 6650-01-152-7161, WK4K7Y01169054, NSN 1015-01-076-6691 submitted to B14 (SOS)	Help Desk	55%
	Problem Description: There is a requirement to process a customer turn-in (DIC D6A) into a numeric ownership code account in the AW/CF SARSS1. Currently, the SARSS1 turn-in logic is to process and output the turn-in transaction (DIC D6A) in DP A and then crosslevel the assets (DIC D9D/D8D) into the numeric ownership account where the requirement exists. This results in the DIC D6A transaction generating erroneous turn-in credits to the customer based on the credit table. Credit reversals will be required if credit is given. Impact: SARSS functionality is lacking this capability.	Help Desk	52%
	9ISB is not creating a Customer Return Summary Record for all D6A's that are on the F09 tape.	Help Desk	51%
	The attached situations deal with D6A transactions that have posted on both the storage location and MSC records and then showing up on End of Day as a mismatch (as if the records had not processed). The second is the D6K/D6A transactions processing on both records, and showing the same scenario as above.	Help Desk	50%

javascript:GetSIRArticle('1_565') Local intranet

2. Enter a problem description or a keyword(s) and click **Search**. The search will research all the problem descriptions in the database for a match or matches.

NOTE: You can find the problem report number referenced in the text displayed by placing the cursor over the icon in the **Get** column and looking at the remark in the status bar at the bottom of screen. The last 3 (or 4) numbers is the PR Number. In the example above, with the cursor placed over the icon in the **Get** column, the comment "javascript:GetSIRArticle('1_565')" appears in the status bar at the bottom of the screen. The PR number is 565.

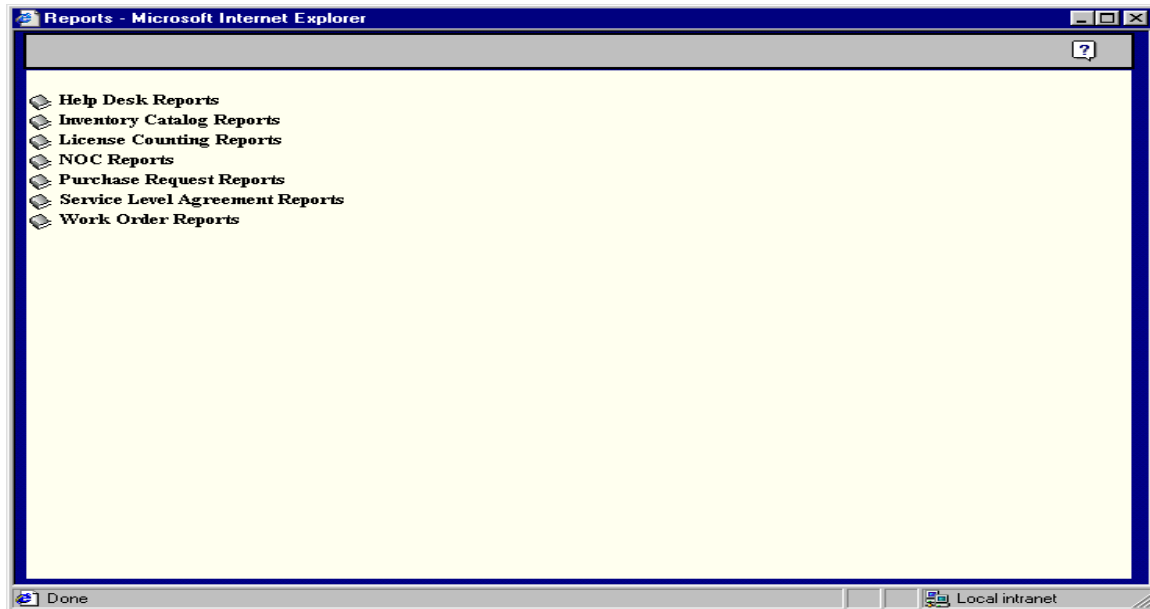
3. Browse the search results. Click on the text field to view the selection details. Click **Back** to return to the other selections.

NOTE: There is a capability to search external documents (on your local hard drive). This guide does not provide instructions for this capability.

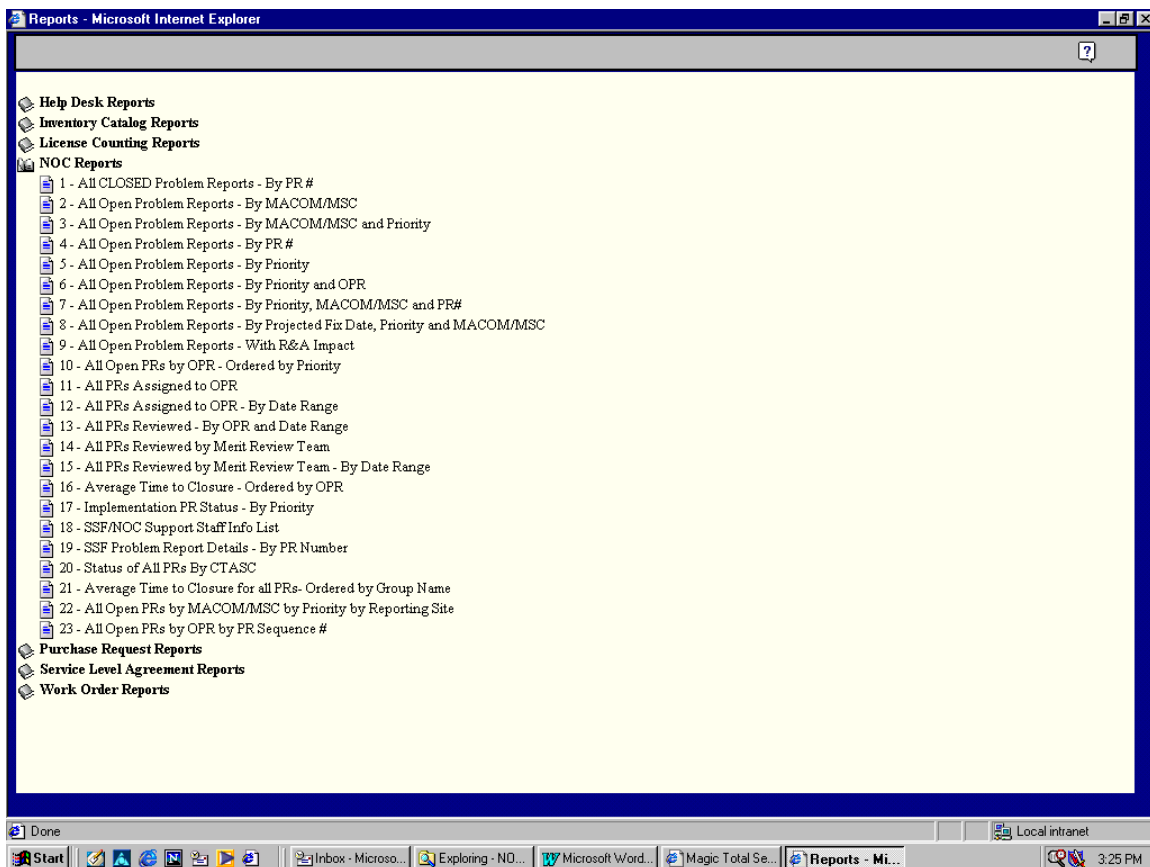
4. To exit the screen, select one of the other menus from the Navigator Bar.

How to view, print, and export SSF NOC reports

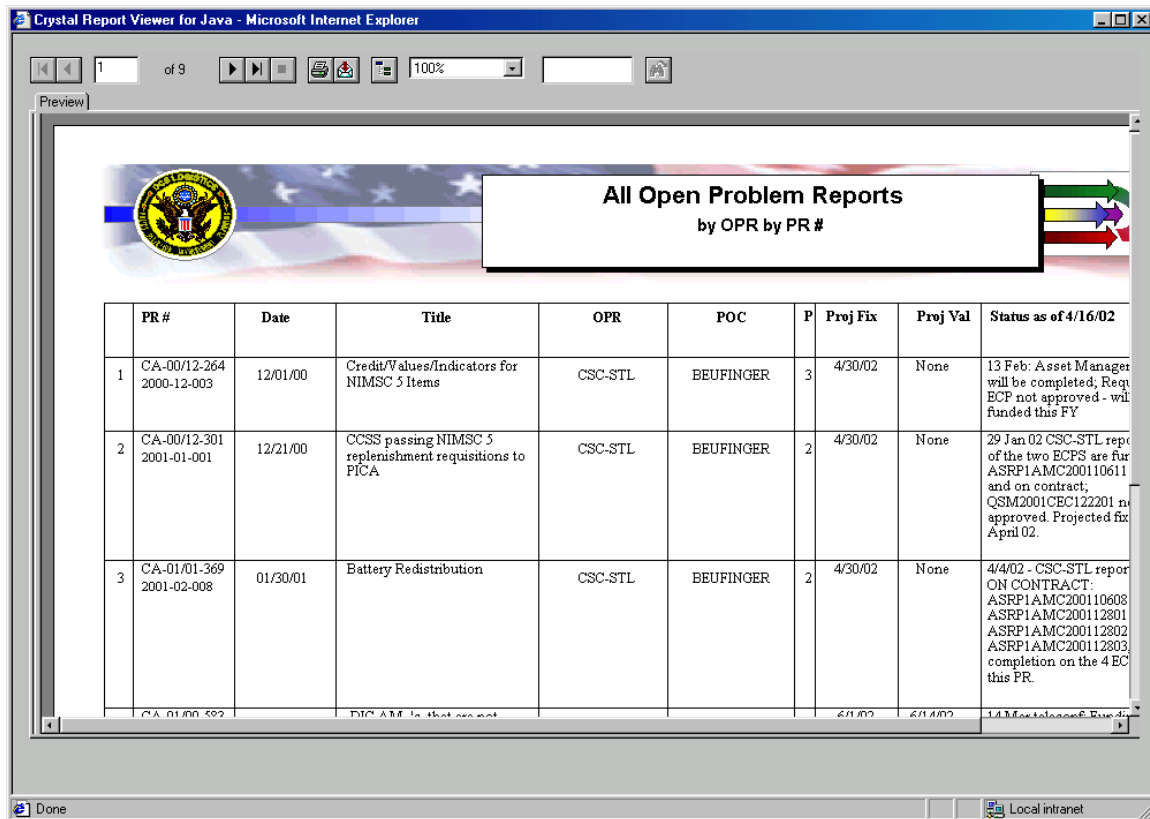
Select **Reports** under the **Support** navigator bar. The screen below will appear.



Click on the book icon before **NOC Reports**. The screen below will appear.



Click on the text of the desired report. Below is the screen for Report #25 – ***All Open Problem Reports by OPR by PR#***. (It is the report used for the weekly NOC teleconferences).

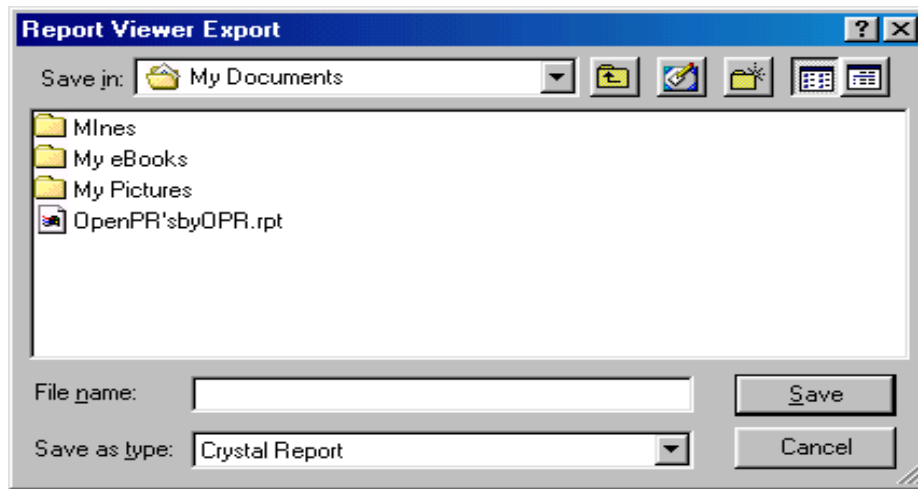


PR #	Date	Title	OPR	POC	Proj Fix	Proj Val	Status as of 4/16/02
1 CA-00/12-264 2000-12-003	12/01/00	Credit/Values/Indicators for NIMSC 5 Items	CSC-STL	BEUFINGER	3 4/30/02	None	13 Feb: Asset Manager will be completed; Request ECP not approved - will fund this FY
2 CA-00/12-301 2001-01-001	12/21/00	CCSS passing NIMSC 5 replenishment requisitions to PICA	CSC-STL	BEUFINGER	2 4/30/02	None	29 Jan 02 CSC-STL report of the two ECPS are for ASRP1AMC200110611 and on contract, QSM2001CEC122201 not approved. Projected fix April 02.
3 CA-01/01-369 2001-02-008	01/30/01	Battery Redistribution	CSC-STL	BEUFINGER	2 4/30/02	None	4/4/02 - CSC-STL report ON CONTRACT: ASRP1AMC200110608 ASRP1AMC200112801 ASRP1AMC200112802 ASRP1AMC200112803 completion on the 4 EC this PR.

View Reports - To center the report in your window, click on the toggle icon in the tool bar of the report screen (the icon just to the left of “100%” view size field). Use the scroll bars as necessary to view the entire report.

Print Reports - Click on the printer icon in the tool bar at the upper top left of the report screen. Your printer’s print screen will appear. Select ***Properties***, change to ***Landscape*** or ***Portrait*** as necessary, and click ***Print***.

Export Reports - click on the envelope with the red arrow icon in the tool bar at the upper left of the report screen. The screen below will appear.



Save in - Click on the drop down arrow in the **Save in** field and choose where you want your document to be saved on your local hard drive.

File Name - Type in the name of the file you want to call your report.

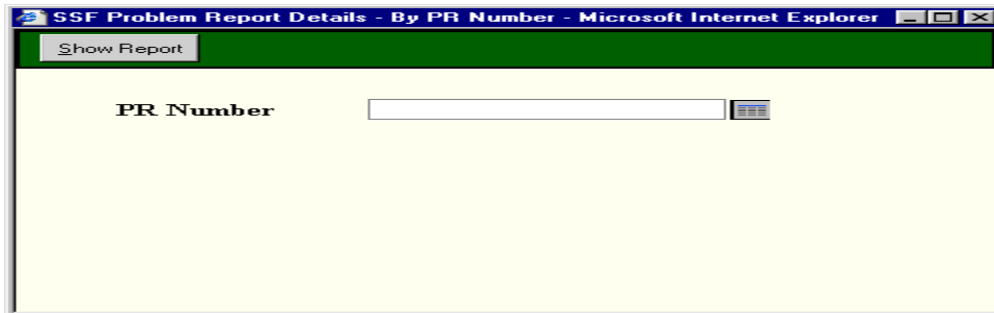
Save as type - You can save the report as a Word document, Excel or Rich Text. You can save as Crystal if you have Crystal Reports software. **NOTE:** when saving the report as Text, Word, or Excel, may need to adjust the format of the saved report.

Click **Save**.

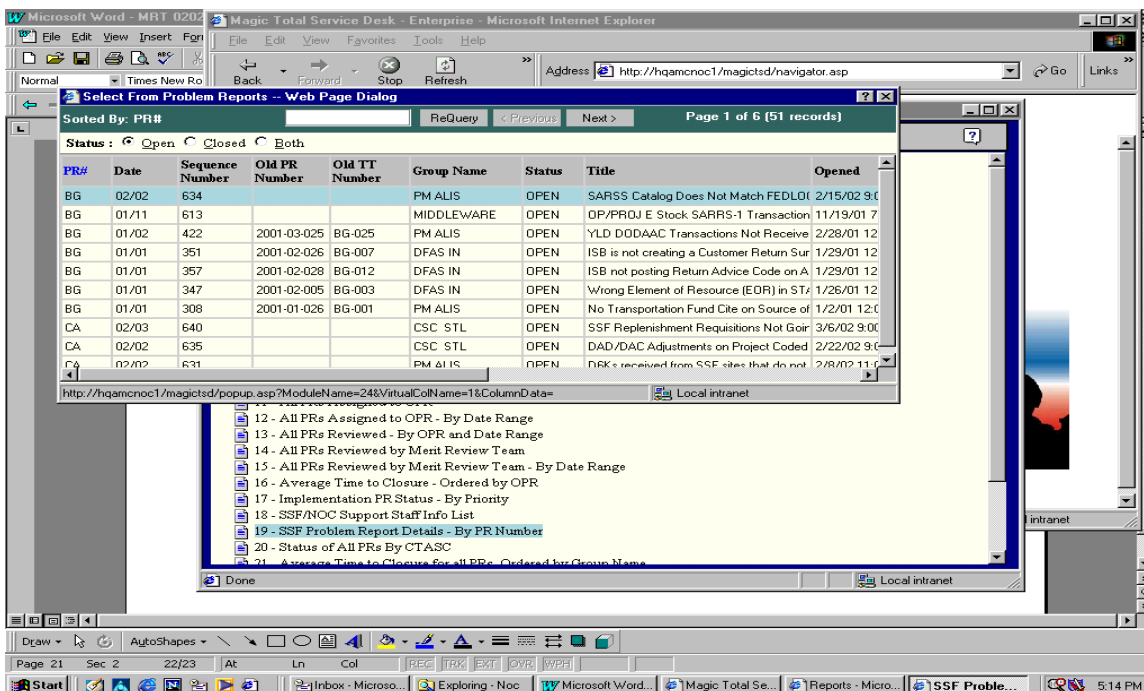
To refresh data - Click the yellow lightning bolt in the upper top left of screen. This will ensure that the report reflects the most current PR data.

To exit the report - Close the file as you would in Microsoft Internet Explorer. The SSF Help Desk screen will reappear.

To print copies of individual PRs – The “*SSF Problem Report Details – By PR#*” (report #19) report will produce a complete copy of any PR with all information in the fields visible on the printed copy. When you select this report, the following screen will appear:



Enter the last three (or four) digits of the PR number you wish to view or print and click **Show Report**. The PR will appear.



PR#	Date	Sequence Number	Old PR Number	Old TT Number	Group Name	Status	Title	Opened
BG	02/02	634			PM ALIS	OPEN	SARSS Catalog Does Not Match FEDLO	2/15/02 9:0
BG	01/11	613			MIDDLEWARE	OPEN	OP/PROJ E Stock SARSS-1 Transaction	11/19/01 7
BG	01/02	422	2001-03-025	BG-025	PM ALIS	OPEN	YLD DODAAC Transactions Not Receive	2/28/01 12
BG	01/01	351	2001-02-026	BG-007	DFAS IN	OPEN	ISB is not creating a Customer Return Sur	1/29/01 12
BG	01/01	357	2001-02-028	BG-012	DFAS IN	OPEN	ISB not posting Return Advice Code on A	1/29/01 12
BG	01/01	347	2001-02-005	BG-003	DFAS IN	OPEN	Wrong Element of Resource (EOR) in ST	1/26/01 12
BG	01/01	308	2001-01-026	BG-001	PM ALIS	OPEN	No Transportation Fund Cite on Source of	1/2/01 12:0
CA	02/03	640			CSC STL	OPEN	SSF Replenishment Requisitions Not Gorr	3/6/02 9:00
CA	02/02	635			CSC STL	OPEN	DAD/DAC Adjustments on Project Coded	2/22/02 9:0
CA	02/02	631			PM ALIS	OPEN	D&K's received from SSF sites that do not	2/8/02 11:0

12 - All PRs Assigned to OPR - By Date Range
13 - All PRs Reviewed - By OPR and Date Range
14 - All PRs Reviewed by Merit Review Team
15 - All PRs Reviewed by Merit Review Team - By Date Range
16 - Average Time to Closure - Ordered by OPR
17 - Implementation PR Status - By Priority
18 - SSF/NOC Support Staff Info List
19 - SSF Problem Report Details - By PR Number
20 - Status of All PRs By CTASC
21 - Average Time to Closure for all PRs - Ordered by Group Name

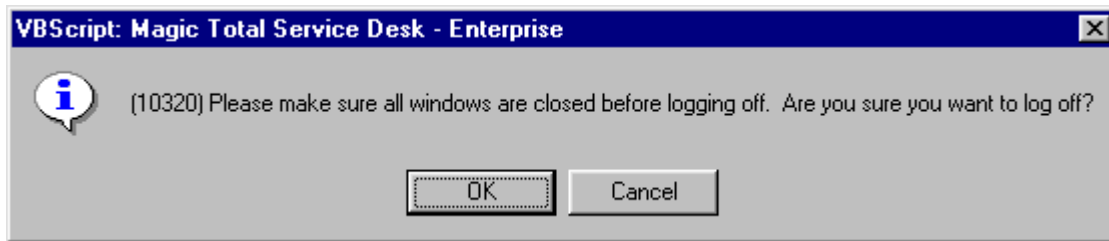
View, print, or export the PR as instructed above. When you export this report as an MS Word file format, you will NOT have to reformat the result. If you wish to search the PR database for the PR you wish to view, print, or export another PR, click on the icon at the end of the open field and the PR selection screen below will appear. Double click on the row of the desired PR and its number will appear in the PR number field. Click **Show Report** and proceed as above.

To exit the report screen - Close the report window as you would in Microsoft Windows.

IMPORTANT: Do not exit the SSHD program without clicking **Logoff** on the Navigator Bar.

Logging off of Magic TSD

1. Click on **Logoff** from the Support options area



2. Select **OK** to complete the Logoff process
3. A Banner Screen will appear with **Logoff Successful**. If you wish to sign on again as a member of another assigned group (e.g., OPR, or VIOC), select **Cancel** within 5 seconds. The log in screen will reappear.

